

Greetings!

As you may be aware, Wireless Generation takes customer data security very seriously. To protect your account and student data, improvements have been made recently in the mCLASS® password management system. The enhancement requires users to provide a valid email address for their accounts. If you forget your password, a message containing a temporary password and instructions for setting a new password will be sent to the email address you have saved in the mCLASS system. Please note that Wireless Generation and your system administrators will no longer be able to access forgotten passwords in the mCLASS system.

We appreciate your cooperation as we improve mCLASS security. We will continue to protect your information in a manner consistent with our privacy policy. If you have any questions or concerns, please contact Wireless Generation Customer Care at (800) 823-1969, Option 3.

Your Wireless Generation Team,
Nicole Bender, Account Manager
Deanne Jester, Associate Director, Account Management

